

# **Internet for Development: Applications and Training**

## **USAID/Accra The Leland Initiative**

### **Trip Report**

February 5-22, 1997

**Submitted to:**

United States Agency for International Development  
Africa Bureau, Office of Sustainable Development  
USAID/Ghana

**Submitted by:**

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## **INTRODUCTION/BACKGROUND**

The Leland Initiative seeks to bring the benefits of the global information revolution to the people of Africa through connection to the Internet and other Global Information Infrastructure (GII) technologies. It is the core element of the Africa Bureau strategy, "Empowering Africans in the Information Age."

Through its component to promote end-user applications (Strategic Objective 3), the Leland Initiative seeks to achieve broad-based use of information and global information technologies within USAID's development partner community in order to promote sustainable development in Africa. Although African countries have recently shown movement towards more open economies and societies, formidable constraints remain to the achievement of sustainable development, including the lack of ready access to relevant information. New GII technologies make information more accessible, transferable and manageable. Africa needs access to these technologies and the information available through them to provide more resources and efficiency to its development programs. The results of access to these technologies may include:

- local and international partnerships for sharing information related to sustainable development in manufacturing, business, the environment, health, democracy, education, and others
- indigenous partnerships to create and maintain new information resources based in the African experience which feed the GII
- increased African capacity to use telematics information in decision-making and in managing scarce resources
- a broadened user base for information systems and telematics services
- indigenous training capacity for users and ISPs

The Leland Initiative's first step in strengthening the end-user base is to provide Internet training for USAID staff and selected development partner institutions. The purpose of this training is three-fold:

1. To bring USAID staff to a level of knowledge to be able to use the Internet as a resource in their work.
2. To advance the understanding of the capabilities of the Internet on the part of USAID staff in order to promote its use among their partners, and to be able to assist those partners in the development of a strategy for Internet use.

3. To introduce partner institutions to the Internet and discuss applications, encouraging them to pursue connectivity and serve as an awareness builder/resource for other similar institutions.

During the course of the *Internet for Development: Applications and Training* sessions in Accra, approximately 130 participants were given a solid introduction to the Internet and its features. Following the training, SO team leaders went through an action planning process, facilitated by Steven Dorsey, whereby several institutions were selected to meet with members of the training team. In these meetings, the institutions were encouraged to think through their information and communications strategies and to submit proposals to USAID/Accra for assistance in implementing those strategies and furthering their use of the Internet.

## **SUMMARY OF TRAINING**

### **Logistics**

The training took place in the Lincoln Room of USAID/Accra February 10-14, from 9:00am to 4:00pm, on Monday, Wednesday, Thursday and Friday, for the SO teams 1, 3, 4, and 2, respectively. On Tuesday, the TDY team trained the EXO and Contract Office, the Controller's Office, the Warehouse, the Director's Office, and the Program Office in one- and two-hour sessions.

Due to the prior shut-down of USAID's Internet capabilities (January 23 - February 7), USAID/Accra had subscribed to two local Internet Service Providers, Network Computer Services and Africa Online, in anticipation of the training sessions. Though USAID VSAT capabilities were restored just prior to training, the ISP connection was used when VSAT connectivity proved slow. USAID/Accra technical staff were on-hand throughout the training sessions to assure best possible connectivity.

### **Attendance**

Approximately 130 participants attended the Internet training, in eight separate sessions, ranging from one hour to a full day. Participants included USAID staff (Direct Hire and FSN), and development partner institution representatives. (See Annex C for details on attenders.) Also present on separate days were representatives from each of Ghana's Internet Service Providers, Africa Online, Network Computer Services and Electromod.

### **Content**

The *Internet for Development: Applications and Training* sessions began with a slide-show presentation which provided a description and history of the Internet. Six hours of hands-on Internet use followed, including an introduction to basic Netscape features, search engines and searching the Web, and browsing sector-specific sites. Trainers were available throughout the day to provide individualized assistance and to answer any questions. Materials and resource identification were tailored to the interests of each Strategic Objective team and its partners. (See Annex A for agenda and handouts provided.)

In the afternoons, ESDS representative Heather Crawford, in Accra on a CDIE-funded TDY, provided optional statistical support and information to USAID mission staff and individuals

from development partner institutions. She was able to give several individuals/organizations recent data from various international sources, an introduction to statistical databases, and relevant Internet sites. She also created a CD-ROM of several databases, a user's guide, and a web page of statistical resources available online which will be available to Mission staff.

At the end of each training period the trainees were brought together for a brain-storming session as a precursor to creating an Action Plan for ways the Internet could benefit their organizations. In general, the participants were excited about the training and the prospect of using the Internet as a resource. They were quickly able to see how it could benefit their organizations, and were already thinking of ways to incorporate it into their work. With respect to obtaining the Internet, cost was the main barrier: the cost of the ISP fees, the phone bills, the hardware, the software, and the extra phone line. A lack of infrastructure was also a hindrance, as there is a long wait for phone lines in Ghana. (See Annex D for discussion notes.)

### **Materials**

Hardcopy materials were provided to participants, tailored to their interests and needs. Sector-specific annotated site lists compiled by the Africa Bureau Information Center (ABIC) staff and Anne Langhaug's compilation of development sites were essential in introducing participants to resources prior to their learning searching techniques. (Please contact ABIC/R&RS for copies of these resources.)

Supplemental hand-outs were provided, including Ghana-specific sites, other guides, site lists, and a glossary. Laura Brodrick, USAID/Accra Leland Coordinator, provided information on local ISPs and approximate costs for Internet services. (See Annex A for materials.)

### **Recommendations for Follow-up**

Not all mission staff have Netscape on their computers, and in some cases it is apparent that there is a lack of awareness on the part of the mission staff of the resources available on the Internet. It is recommended that Laura Brodrick continue to host brown bag Internet training sessions every Friday for mission staff who are interested, and that she continue a more proactive approach as well, sending out a weekly "Web Pick of the Week" via e-mail containing hints about the Internet, interesting sites and other Internet tools and applications.

It is evident from the attendance at the workshops, the questions asked, and the eagerness of the participants, that the Mission staff and their SO teams' development partners are very enthusiastic about the Internet. Feedback on the training reflected this, through comments that the training needed to be longer to allow for a more in-depth understanding of the Internet, that there should be follow-up sessions, and that there was a lot of information to digest in a single day. The limited number of terminals and the sometimes slow connection caused some frustration, as did the variety of computer skill levels in each group. Those with limited knowledge requested that there be an "Introduction to the Computer" session before the Internet training. (See Annex B for feedback form and results.)

### **ACTION PLANNING**

At the Action Planning meeting on Tuesday, February 18, Steven Dorsey guided the attending SO team leaders to focus on one or two development partner organizations whose work would benefit from the use of the Internet. Organizations were selected based on their importance for the SO team; the resulting selection is an update to the SO3 assessment conducted in May 1996. (See Annex E for related documents.) The following three days, Amy Oggel and Zoey Breslar visited the following organizations:

- CEDEP - Centre for the Development of People
- FAGE - Federation of Associations of Ghanaian Exporters
- FIDA - International Federation of Women Lawyers
- GUNSA - Ghana United Nations Student Association
- HealthNet
- PEF - Private Enterprise Foundation
- University of Legon
- WAEN - West Africa Enterprise Network

These institutions -- having determined the role of information access and communication in conjunction with their objectives -- will submit proposals outlining their reasoning, implementation plan, and budget for sustainable, effective Internet use. Upon receiving proposals from the above institutions, the Leland Coordinator will review them, and forward them to mission staff for approval and funding disbursement. Summaries of the meetings follow the chart.

Organization	SO team	Status	Goal	Next Steps
CEDEP	4	currently using email	faster intra/interinstitutional communication, better information retrieval, advertising	submit proposal
FAGE	1	recent Internet connection	better use, searching	ensure KENROB provides training
FIDA	4	not using the Internet	better information retrieval, international networking	submit proposal
GUNSA	3	not using Internet	assist in regional information sharing strategy -- adolescent health	submit proposal
HealthNet	3	providing email services	information broker, awareness building; work with MOH to improve their info strategy	submit proposal

PEF	1	recent Internet connection	better use; provide service/intro to member organizations	submit proposal
University of Legon	3	providing email services	become an Internet service provider	equipment installation
WAEN	1	full Internet connection	upgrade website, train coordinator and members	resubmit proposal

### Meeting Summaries

While meeting with these organizations, the Leland team members introduced the Internet and the Leland Initiative and provided a brief outline of points to include in a proposal to USAID should the organization decide that the Internet would be beneficial. Following are notes on the meetings.

#### CEDEP--Centre for the Development of People

Emelia Arthur, Project Assistant - Development Education Unit  
 Kwabena Antwi-Boasiako, Finance Officer  
 Petrina Owusu, Secretary  
 P.O. Box 5061  
 Kumasi  
 tel: (051) 26026, (051) 24581  
 fax: (051) 26026

Interviewed: Friday, February 21; Amy Oggel

CEDEP is a non-governmental organization based in Kumasi. Established in 1983, the aim of CEDEP is to support the initiative of community-spirited individuals and groups in the development of their communities. The principles which underpin their approach are equality, mutual respect and cooperation. They facilitate and respond to the needs of their partners in such a way as to enable them to devise ways of fulfilling their aspirations and become more organized, effective and productive in the collective development of Ghana.

CEDEP has several projects:

- Community Resource Development (CORD)
- Gender and Development
- Publication and Documentation
- Development Education (DEP)
- CEDEP Consultancy Services (CCS)

CEDEP was not invited to the training, and therefore requested a brief description/demonstration of the Internet and an explanation of the Leland Initiative before discussing CEDEP's structure, clients, and the programs in which it is involved. CEDEP has

already considered the Internet as a possible next step in the growth of its organization, as they currently have e-mail via HealthNet, and use this to communicate with their office in Wa, but the turnaround time is two days. Since obtaining the Internet was already a possibility for CEDEP, they had already given some thought as to how it could benefit them, especially with respect to enhancing communications (with their office in Wa and with other NGOs both in Ghana and internationally), to advertising their publications on-line, and to its use as a research/resource tool (CEDEP maintains a library which is open to the public).

CEDEP has worked closely with USAID and other international aid organizations. They were excited about the possibility of assistance in obtaining the Internet, and are a strong candidate as they are computer literate and already have several computers, currently use email, are an umbrella organization, and would be able to share Internet use with the public.

FAGE--Federation of Associations of Ghanaian Exporters

Gaddiel D. Quansah, Executive Secretary  
Augustine Adongo, Administrative/Services Officer  
P.O. Box M124  
Accra  
tel: 232554  
fax: 232726

Interviewed: Thursday, February 20; Amy Oggel

FAGE has had an Internet connection since December 15, but have had no formal training. Although they had been invited to the USAID training, they were genuinely disappointed that they had not been able to attend. Their Internet connection was bought as a "package" of services from KENROB for \$40,000, which included the design of a Web page and an on-site trainer to help them learn to navigate the Internet. Mr. Adongo mentioned that this trainer had not done much to foster at least his learning, and he was frustrated that, apart from having an address of a site, it seemed impossible to find any information on the Internet.

FAGE has Windows95 software with the Microsoft Explorer browser on one computer. Since they had not been able to attend the training, they were interested in learning how to search the Internet, and participated in a brief session on searching. From observing the KENROB representative and the FAGE employee, it was evident that familiarity with Microsoft Explorer and searching was lacking on the part of both.

Overall, FAGE was very enthusiastic about the Internet, and although it was new to the organization, they had already had clients come in to look for information on it. With FAGE, the Leland Initiative should focus on training and expanding the ways the Internet can be used to the advantage of the organization. The Executive Secretary was very supportive and interested in the use of the Internet and in obtaining further training on how to use it.

FIDA - International Federation of Women Lawyers

Rebecca B. Osei-Boateng, Administrator  
Elizabeth Solomon, Member  
Victoria Ade, Member  
H/No. E214/3  
3rd Ringway  
Ringway Estate  
Osu R.E.  
P.O. Box 16502  
Accra - North  
tel: 225479  
fax: 223387

Interviewed: Thursday, February 20; Zoey Breslar, Amy Oggel

Founded in 1974, Ghana's chapter of FIDA is active in reviewing Ghanaian laws and traditional practices to assure their promotion of the development and aspirations of women and children in the civil, educational and business fields. Their services include legal counseling (based in Accra, with a country-wide roaming service), civic education (country-wide), advocacy, training, and research.

Membership is comprised of 50 volunteer attorneys, working in the Attorney General's Department, banks, the judiciary, and private practices. The attorneys have a variety of backgrounds and expertise, and can therefore impact many aspects of Ghanaian law. Through their involvement with FIDA, they benefit from practicing throughout the country and gain an added appreciation for rural issues, making them better able to understand and influence national level decisions.

Their activities in civic education include discussions, seminars, and lectures with audiences throughout Ghana, the forum and content varying according to the audiences needs and interests. FIDA tasks itself with simplifying and translating Ghanaian local and international laws (including the UN charter and the African Charter for the Child) into most Ghanaian dialects. Training has included sessions for Queen Mothers, who are responsible for maintaining traditional cultural practices, and Parliamentarians needing to learn about advocacy for women's issues. Future activities include further training of Parliamentarians, with the assistance of other women's advocacy NGOs, to improve their lobbying techniques.

With assistance from USAID, FIDA's Internet connection would help them communicate more effectively with their members in Accra, as well as with other FIDA chapters world-wide. The World Wide Web would allow them to share experiences and resources with similar organizations around the world, research organizations, and potential funding sources. As an effective Internet end-user, FIDA will act as a model for other NGOs in Ghana, giving guidance and advice on the benefits of Internet connectivity.



GUNSA--Ghana United Nations Student Association  
Clement Wiredu  
Sena Akuffo  
Ebenezer Malcolm  
5th Floor, Bay One  
State House  
Accra  
tel: 541641, 665461  
e-mail: GUNSA@ug.gn.apc.org

GUNSA, the Ghana United Nations Student Association, promotes issues of sexual and reproductive health for youths on a regional level, drawing its members from the universities, other tertiary institutions and high schools. It organized the first African Youth Conference on Sexual Health held in Accra September 30-October 4, 1996, where it was decided that GUNSA organize the network of member NGOs.

The organization is currently working closely with USAID's Population, Health, and Nutrition Office/Accra to submit a proposal for funding. The assistance is required to set up a Web page and to obtain equipment for a listserv which will be available to all member NGOs.

HealthNet  
Tony Williams  
Danida Hssp  
Private Mail  
Box TUC Post Office  
Accra  
tel: 664285

Interviewed: Thursday, February 20; Zoey Breslar, Amy Oggel

As the current administrator for HealthNet in Ghana, Tony Williams submitted a proposal to expand on his current services to include information dissemination through a listserv with a health focus, work with the Ministry of Health to improve their information management, and awareness building about the Internet among targeted potential end-users.

- By acting as an information broker for health organizations and creating a forum (listserv) for sharing information specific to Ghana and West Africa, Tony will provide a valuable service to organizations without full Internet connectivity. As another contact point, he will also develop a Web page promoting these activities.
- Full Internet access at the Ministry of Health will enable the Ministry to expand their information resources, as well as more easily disseminate their findings and data. Internally, Tony will tailor databases to the Ministry's needs, for both data and personnel purposes.

- Through a system of lending modems - with the option to buy - to researchers who need the Internet's resources, Tony will build awareness among middle managers, beginning with regional biostatisticians.

PEF - Private Enterprise Foundation

Kwasi Abeasi, Director General

28 Independence Avenue

P.O. Box C 1671

Cantonments - Accra

tel: 222313

fax: 231487

Interviewed: Friday, February 21; Zoey Breslar

The Private Enterprise Foundation is a non-profit, non-political institution, founded in January 1994. Its founding members include the Association of Ghana Industries (AGI), the Ghana National Chamber of Commerce (GNCC), the Ghana Employers Association (GEA), and the Federation Association of Ghana Exporters (FAGE). Membership is open to private businesses and trade associations, and more recently, the Ghana Association of Bankers (GAB) joined PEF.

PEF has three distinct functions: advocacy, promotion, and the establishment and management of the Accra Business Center. PEF is the principal channel of communication between private sector and the Government, responsible for developing national economic and business policy recommendations, and representing the interests of the private sector business community. It supports the development of the private sector as a whole, aiming to promote the long-term success and growth of the private sector in Ghana.

PEF also provides technical, managerial, marketing, and financial support to its member organizations. These support functions will be enhanced by the Accra Business Center providing to its membership enterprises state-of-the-art facilities for external communications, and services including trade and investment information, and conference and exhibition facilities.

PEF has recently become connected to the Internet through NCS, and has one connection in their library, and one each on the desks of the Program Officer and Director General. PEF will use its connection to promote Internet awareness among the business community, as well as pursue its mandate for advocacy and networking nationally and internationally.

Members of the Governing Council currently have a Wide Area Network in place, as well as effective mechanisms in place to receive feedback from member institutions. Though they promote their activities in person internationally while traveling with government officials, their Web page offers information and links to partner and member institutions. For further information dissemination, PEF hopes to establish business advisory centers with email

connectivity in each region of Ghana.

University of Legon

Barfi-Adomako Owusu, Systems Administrator, barfi@ug.gh.apr.org

P.O. Box 24

Legon

tel: 30.23.47

mobile: (027) 54.16.29

Interviewed: Thursday, February 20; Zoey Breslar; Don Dickerson, Technical Advisor, PHN Office, USAID/Accra

Though Dr. Dakubu - the primary point person for this project - was traveling, we were able to get an update on the activities from Mr. Owusu.

The University of Legon's Internet connection is being funded by USAID's PIP (Population Impact Project), with the equipment due to arrive in March. The Project is also funding installation and bandwidth costs for one year. Tariffs and training have yet to be discussed. The University will hold Ghana's *edu* domain.

The University is under pressure to upgrade their FIDONET connection, as people have begun to use FTP (resulting in much higher phone bills), and subscribers are requesting Web connectivity. The University currently has 120 email subscribers, and is supporting other universities' connections as well.

The University has an impressive Web page which is ready to be posted as soon as there is full Internet access, and is preparing a computer center holding 14 computers, with another holding 12 nearby. Services will be offered to University affiliates for ₵5,000/month, and non-affiliates for ₵30,000/month.

WAEN - West Africa Enterprise Network

Tina Ababio, Administrative Director

Korantema Adi-Dako, Trade Information Coordinator

c/o Databank Financial Services Group

SSNIT Tower Block, 5th floor

Private Mail Bag, Ministries Post Office

Accra

tel: 780186, 234007

fax: 234007, 669100

(also present were Michel Courcelle, Paris; Ken Ofori-Atta, Accra; Abdoulaye NDiaye, Dakar; Jean Baptiste Amichia, Abidjan; Deborah Orsini, Washington)

Interviewed: Sunday, February 8; Barbara Keating

WAEN is a non-governmental organization established in 1993, with headquarters in Accra.

Membership consists of over 300 business men and women from twelve anglophone and francophone countries in the West African sub-region. WAEN's mission is to improve the business climate in WAEN member countries and promote cross-border trade and investment in West Africa.

Currently, WAEN is in the process of developing information products available electronically that they can provide to their members and to other businesses looking for opportunities in West Africa. The ability to provide solid business leads and accurate information will help them establish themselves and give them credibility as a solid business organization.

WAEN submitted a proposal to USAID on February 11, 1997, for assistance in several areas: the modification and updating of their current Web site; the training of a Regional Trade Information Coordinator in the United States on currently available data from other sources; the purchase of a more powerful computer; and the training of WAEN member firms on the Internet and relevant software applications for the promotion of their businesses.

USAID approved the overall proposal and made budget revision recommendations, which WAEN will consider before re-submitting the proposal.

### **Conclusion**

Upon completion of the training and visits to organizations, the TDY team prepared a plan of action for the Leland Initiative SO 3 for submission to the Ministry of Transport and Communications within three months of the signing of the Memorandum of Understanding. The plan of action outlines the institutions with which USAID/Ghana has selected to work to date, and the activities that the USAID cooperation might entail. Some of these activities include training for better information dissemination and retrieval strategies using the Internet, web page development, and installation of internal communications systems. Please refer to the matrix on the following page for a summary of the next steps in the implementation of the Leland Initiative in Ghana.

**NEXT STEPS MATRIX**  
USAID/ACCRA AND THE LELAND INITIATIVE

	<b>Action</b>	<b>USAID Person Responsible</b>	<b>Time line</b>
<b>USAID/Accra Staff</b>	Continue Internet use and training	Leland Coordinator	Continuous
	Promote and support partner use of the Internet	SO team members	Continuous
<b>Fast Track organizations</b>	Submit proposals, implement strategies	--	ASAP
	Promote Internet use among peers, act as a model of successful use	--Support from Leland Coordinator and SO teams	Continuous
<b>Longer term organizations</b>	Attend seminars/gain awareness about the Internet	--	--
<b>Internet Industry</b>	Continue Leland SO1/SO2	Leland/W; Leland Coordinator	Continuous
	Promote inclusion of all ISPs and interested parties into Ghana Chapter of the Internet Society	?	--
<b>Donors</b>	Introduce/promote the Leland Initiative, look for collaborative opportunities	Mission Director/ SO team members	Continuous
<b>PVO</b>	Review information strategies, incorporate into Internet Society/User group if appropriate	All USAID staff overseeing PVO projects	ASAP

## **ANNEX A**

### **AGENDA AND HANDOUTS**

**Internet for Development Applications and Training**  
**February 10 - 14, 1997**  
**USAID/Accra**

Agenda

- 9:00 - 9:15    Welcome and Meeting Logistics  
                 Laura Brodrick, USAID/Accra
- 9:15 - 10:00   Introduction to the Internet  
                 Steven Dorsey, Leland Initiative
- 10:00 - 10:15    Break
- 10:15 - 11:30    Introduction to Netscape and Internet Searching  
                 Steven Dorsey, Zoey Breslar and Amy Oggel, Leland Initiative
- 11:30 - 12:30    Lunch
- 12:30 - 1:00    Internet Searching (continued)  
                 Steven Dorsey, Zoey Breslar and Amy Oggel, Leland Initiative
- 1:00 - 1:30    Internet Searching Team Competition
- 1:30 - 2:00    Sector Specific Internet Resources  
                 Zoey Breslar and Amy Oggel, Leland Initiative
- 2:00 - 2:15    Break
- 2:15 - 3:30    Browsing and individualized help
- 3:30 - 4:00    Group Brainstorming on Internet Applications for Development  
                 Steven Dorsey, Leland Initiative
- 4:00            End of Training Day

Note: Heather Crawford, of the Economic and Social Data Service of USAID, will be available from 1:30pm - 3:30pm to provide instruction on various datasets. In addition to the most recent ESDS Diskette Service (which contains data from the International Monetary Fund, World Bank, and United Nations Human Development Report), Heather will be available to provide instruction on several PC-level datasets and datasets available over the Internet.

**Internet for Development Applications and Training  
USAID/Ghana Controller's Office**

Gelco Travel Manager

**[http://www.gelcogovnet.com/travel\\_manager](http://www.gelcogovnet.com/travel_manager)**

USAID Automated Directives System

**[http://www.info.usaid.gov/ftp\\_data/pub/handbooks/index.html](http://www.info.usaid.gov/ftp_data/pub/handbooks/index.html)**

USAID Employment Opportunities

**<http://www.info.usaid.gov/about/employment/employop.htm>**



Internet for Development Applications and Training  
USAID/Ghana EXO Staff

JC Penney

<http://www.jcpenney.com>

General Electric

<http://www.ge.com>

Sears and Roebuck

<http://www.sears.com>

D&M Corvette

<http://www.wheels.com/d&mcorvette>

VWR Scientific Products

<http://www.vwrsp.com>

Car Rentals

[http://www.yahoo.com/Business\\_and\\_Economy/Companies/Automotive/Rentals](http://www.yahoo.com/Business_and_Economy/Companies/Automotive/Rentals)

[http://www.infoseek.com/Travel/Lodging\\_and\\_transportation/](http://www.infoseek.com/Travel/Lodging_and_transportation/)

[car\\_travel:tid=3446](http://www.infoseek.com/Travel/Lodging_and_transportation/car_travel:tid=3446)

Home Products

[http://www.yahoo.com/Business\\_and\\_Economy/Companies/Home\\_and\\_Garden](http://www.yahoo.com/Business_and_Economy/Companies/Home_and_Garden)

<http://search.yahoo.com/bin/search?p=home>

Office Supplies and Services and Equipment

[http://www.yahoo.com/Business\\_and\\_Economy/Companies/](http://www.yahoo.com/Business_and_Economy/Companies/Office_Supplies_and_Services)

[Office\\_Supplies\\_and\\_Services](http://www.yahoo.com/Business_and_Economy/Companies/Office_Supplies_and_Services)

<http://search.yahoo.com/bin/search?p=office+equipment>

Writing Skills

<http://search.yahoo.com/search?p=writing+>

<http://www-opr.do.losrios.cc.ca.us/OtherLinds/grant.htm>

Real Estate

[http://www.yahoo.com/Business\\_and\\_Economy/Real\\_Estate](http://www.yahoo.com/Business_and_Economy/Real_Estate)

Airlines

<http://www.internet-direct.com/Resources/airlines-fst.html>

<http://www.chicago.com/air/carriers/index-Text.html>

<http://www.shopping.fr/airlines/airlines.html>

Time Management

[http://www.yahoo.com/Business\\_and\\_Economy/Companies/Software/](http://www.yahoo.com/Business_and_Economy/Companies/Software/)

[Business/Time\\_Management](http://www.yahoo.com/Business_and_Economy/Companies/Software/)

Government and Law

<http://www.yahoo.com/Government/Law>

Laboratory Equipment

<http://search.yahoo.com/bin/search?p=laboratory+equipment>

USAID Handbook on Contracts Office of Procurement/Contract Regulations

<http://www.info.usaid.gov/hand/hb14.html>

<http://www.info.usaid.gov/business>

<http://www.info.usaid.gov/cgi-bin/wwwwais>

USAID Employment Opportunities

<http://www.info.usaid.gov/about/employment/employop.htm>

## Internet Searching Team Competition

**Instructions:** Try to find an Internet resource relevant to each question below. Record the URL (location) of the resource you think provides the best response. The first team to complete the exercise wins.

- 1) Find the current temperature in Johannesburg, South Africa.

URL: \_\_\_\_\_

- 2) Find a picture of the Labadi Beach Hotel in Accra.

URL: \_\_\_\_\_

- 3) Find a “natural” remedy for motion sickness.

URL: \_\_\_\_\_

- 4) Find an estimate of the daily depletion of the Amazon rain forest.

URL: \_\_\_\_\_

- 5) Find the current price of 1 ounce of gold in the commodities market.

URL: \_\_\_\_\_

6

- ) Find a video clip from Madonna's recent film “Evita.”

URL: \_\_\_\_\_

- 7) Find a recipe for Hungarian goulash.

URL: \_\_\_\_\_

- 8) Find an audio clip from a Jimmy Cliff reggae album.

URL: \_\_\_\_\_

- 9) Find a place to buy online a video camera to hook to your computer.

URL: \_\_\_\_\_

- 10) Find a place to send a virtual flower bouquet to your friend for Valentine's Day.

URL: \_\_\_\_\_

**Internet for Development Applications and Training**  
**USAID/Ghana SO 3/4 Health**

World Health Organization

<http://www.who.org> or <http://www.who.ch>  
<http://www.who.org/whosis/whosis.htm>

WHOSIS--Weekly Epidemiological Report

<http://www.who.ch/whosis/wer/wer.htm>

USAID Population and Health Home Page

[http://www.info.usaid.gov/pop\\_health](http://www.info.usaid.gov/pop_health)

OMNI Project

<http://www.jsi.com/intl/omni/home>

Management Sciences for Health

<http://www.msh.org>

Basic Support for Institutionalizing Child Survival (BASICS)

<http://www.msh.org/shspages/basics.html>

Center for International Health Information

<http://www.cihi.com>

The Reproductive Health Materials Working Group

<http://www.med.jhu.edu/ccp>

World Health Report Home Page

[http://tron.is.s.u-tokyo.ac.jp/WHO/whr/whr\\_top.htm](http://tron.is.s.u-tokyo.ac.jp/WHO/whr/whr_top.htm)

Micronutrient Initiative

<http://www.idrc.ca/mi>

United Nations Population Information Network (POPIN)

<http://www.undp.org/popin/popin.htm>

<gopher://gopher.undp.org:70/11/ungophers/popin>

POPIN's List of Journals and Newsletters

<http://www.undp.org/popin/journals.htm>

<gopher://gopher.undp.org:70/11/ungophers/popin/popis/journals>

<gopher://gopher.undp.org/00/ungophers/popin>

International Conference on Population and Development Home Page

<http://www.iisd.ca/linkages/cairo.html>

International Planned Parenthood Federation (IPPF)

<http://www.oneworld.org/ippf/index.html>

[http://www.oneworld.org/yes/yes\\_schools\\_health.html](http://www.oneworld.org/yes/yes_schools_health.html)

Internet Guide to Population, Health, and Development

<http://www.charm.net/~ccp/webguide.html>

British Medical Journal

<http://www.tecc.co.uk/bmj>

Journal of the American Medical Association

<http://www.ama-assn.org/register/welcome.htm>

The Body: A Multimedia AIDS and HIV Information Resource

<http://www.thebody.com/index.html>

Demographic and Health Surveys (DHS/CIHI)

<http://www.macroint.com/dhs/>

<http://www.macroint.com/dhs/factsht.html>

Demographic and Populations Studies: WWW Virtual Library

<http://coombs.anu.edu.au/ResFacilities/DemographyPage.html>

Health on the Net Foundation (telemedicine resources, etc)

<http://www.hon.ch>

HIVNET

<http://www.hivnet.org>

HIV/AIDS Surveillance Database

<http://www.census.gov/ftp/pub/ipc/www/hivaidsn.html>

Institute for Agriculture and Trade Policy: Global Food Security Resources

<http://www.igc.apc.org/iatp/foodsecurity.html>

U.S. National Library of Medicine

<http://www.nlm.nih.gov>

World Food Programme: Food Aid Monitor Tables

[gopher://gopher.vita.org:70/11/int1/fam](http://gopher.vita.org:70/11/int1/fam)

World Food Summit (November 1996) home page

<http://www.fao.org/WFS/homepage.htm>

World Wide Web Virtual Library on AIDS

<http://planetq.com/aidsv1/index.html>

Journal of Humanitarian Assistance

<http://www-jha.sps.cam.ac.uk>

The World Factbook 1995

<http://www.odci.gov/cia/publications/95fact>

Satellife

<http://www.healthnet.org>

ReliefWeb Homepage

<http://www.reliefweb.int>

World Disasters Report 1995

<http://www.ifrc.org/wdr95/contents.htm>

ResponseNet World-Wide-Web Server

<http://www.response.org>

Mailing List REPRO-HLTH-L

This a mailing list sponsored and managed by USAID which is designed to facilitate discussion of reproductive health issues. Topics discussed include family planning, STDs/HIV/AIDS, breastfeeding, safe pregnancy, adolescents, female genital mutilation, nutrition, and service delivery strategies. To subscribe, send an e-mail message to "listproc@info.usaid.gov" Leave the subject line blank. In the body of the message, type, "subscribe REPRO-HLTH-L your first name your last name" (For example, subscribe REPRO-HLTH-L Maria Gomez)

**THE BEST SEARCH ENGINES - From Berkeley Library site :**  
<http://www.ci.berkeley.ca.us/bpl/bkmk/bookmark.html>

### **Yahoo Search**

This begins as the most comprehensive subject index, but, with the addition of AltaVista turns into a search engine. Gives you several ways to refine your search on the search page. Best of all, if you don't get any Yahoo hits, or don't like what you got, there are several other search engines. As an added bonus, you get instant access to hourly news, weather, sports, and stock reports - courtesy of a Yahoo agreement with Reuter's.

### **AltaVista**

Full-text index of more than 30 million Web pages and over 14,000 news groups. A powerful and very, very fast search engine enables Web users to conduct precise searches for specific information by looking for phrases, specifying key words, using case-sensitive matches, and restricting searches to titles or other parts of a document.

### **Lycos**

A comprehensive Internet database, so use the most unique search terms you can. Allows Boolean AND and OR and can match up to 7 terms - good for synonyms or variant spellings.

### **Excite**

Reviews, Usenet news and classifieds, and headline news as well as a keyword and concept search engine. Unique feature - results grouped by sites.

### **HotBot**

Web-crawling, Usenet indexing, frill-packed searcher based on the Inktomi engine.

### **InfoSeek Guide**

Search by keyword(s), phrases for full-text articles from WWW pages, and Usenet newsgroups. A new feature allows you to narrow the search by topic area. Infoseek Ultra Has indexed the full text of over 50 million pages and is updated daily. Unique to this new search engine are automatic name recognition, no need for quotes to recognize capitalized word phrases, and all words are searched. Plain English queries work and it finds all word variants, e.g. mice will find mouse.

### **Open Text**

Gives you the choice of searching for a complete phrase, searching for groups of words using Boolean operators, or searching with proximity operators.

### **WebCrawler**

Small database, but great search engine and relevancy ranking. Good for quick searches. Also has a subject directory.

### **Internet Sleuth**

Most comprehensive of the meta search engines, indexing over 1,500 searchable databases covering a wide variety of topics. You can select up to 10 databases to search simultaneously. Good

documentation on how to use it. Great for one-word searches.

## GLOSSARY

Email Discussion Group - A forum for a group of individuals exchange information on a particular topic via email. Email discussion groups usually use mailing list technology to share information.

FAQ (Frequently Asked Questions) - A document found on the Internet that provides users with quick answers to frequently asked questions on specific questions.

Fidonet - A store-and-forward network system (that uses earlier electronic communications technology) connected to the Internet. Fidonet networks are most frequently found in Africa.

FTP (File Transfer Protocol) - A way of moving files across computer networks. Files can be transferred (or downloaded) from one computer to another. FTP sites are servers on the Internet that serve as file repositories where files are easily available for downloading.

Gateway - A system that allows smaller networks using different computer systems to connect to each other and the Internet, permitting the exchange of information across networks.

Gopher - A type of server used to share information on the Internet. Information located on Gopher servers is organized using a system of hierarchical menus and hypertext for ease of navigation. Gophers are available via email and the Web.

Home Page - The first page of a Web site that acts as an introduction and as a starting point for navigating the site.

HTML (HyperText Markup Language) - The code used to create Web pages with hypertext.

Hypertext - The highlighted and underlined text on Web pages that, when selected or clicked on with a mouse, links users to other resources , related to text within the same Web site or other Web sites.

Internet - A worldwide network of computer networks that allows people to exchange information electronically.

LISTSERV - The name of a popular commercial mailing list software. People sometimes (falsely) use "LISTSERV" interchangeably with "mailing list".

Modem - A device that connects a computer to a telephone line and permits the computer to exchange data with other computers over the telephone line.

Newsgroup - A type of electronic mail discussion group, usually covering a specific topic, that works like a traditional bulletin board. Individuals can post message and respond to specific posts if they wish.

Node - Any computer connected to a network. Typically also refers to a host computer on the Internet.

Server - A computer or program that provides services or information to another computer. For example, a Web server makes information available to other computers, these other computers use Web browsers (clients) to access to access the information.

Store-and-Forward - An email system in which electronic messages are temporarily stored at intermediate points on the Internet on their way to their final destinations; it does not permit access to the Web and other features that an interactive connection provides.

World Wide Web - The most advanced tool currently available to share information over the Internet. To use the Web, one needs a piece of software called a Web browser (i.e. Mosaic or Netscape) to easily navigate and access information in a variety of formats including graphics, video, and sound.

Taken from *The Family Planning Manager* (Supplement), Summer 1996.

## **How to FTP by E-mail to Get Dr. Bob's Guide**

From Dr. Bob's Guide "Accessing the Internet by E-mail"

Send an e-mail message to  
ftpmail@src.doc.ic.ac.uk or  
bitftp@pucc.princeton.edu

In the body of the message, write  
open rtfm.mit.edu  
chdir pub/usenet/news.answers/internet-services  
get access-via-email

You can also request the Electronic Frontier Foundation's Guide,  
(formerly the Big Dummy's Guide), by following the same directions as  
above, but in the body of the message write

open ftp.eff.org  
chdir pub/Net\_info/EFF\_Net\_Guide  
get netguide.eff

These guides give explicit directions on how to use FTP, Archie,  
Gopher, Veronica, Usenet, Wais, WWW, Mailing lists, Finger, etc., all  
by e-mail.



## **Fun Links**

- 1) **Airlines**  
<http://www.shopping.fr/airlines/airlines.html>  
<http://www.internet-direct.com/Resources/airlines-fast.html>
- 2) **ESPN**  
<http://web1.starwave.com>
- 3) **Movies**  
<http://www.cinemachine.com/hotbot.html>
- 4) **Dilbert Zone**  
<http://www.zdnet.com/yil/comics/dilbert.html>
- 5) **Travel**  
[http://www.itn.net/cgi/imap/itn//nav\\_guest\\_info:?74,7](http://www.itn.net/cgi/imap/itn//nav_guest_info:?74,7)
- 6) **The Whitehouse**  
<http://www.whitehouse.gov/WH/Welcome.html>
- 7) **Cooking Links**  
<http://www.vivanet.com/~stevemd/lcooking.html>

## **Ghana Related Links**

- 1) **The Republic of Ghana Home Page**  
<http://www.ghana.com/republic/index.html>
- 2) **HelpDesk : Ghana**  
<http://www.dti.gov.uk/ots/country/ghana.html>
- 3) **Exchange in Ghana**  
[http://www.isp.acad.umn.edu/study/Catalog/ISEP\(Ghana\).html](http://www.isp.acad.umn.edu/study/Catalog/ISEP(Ghana).html)
- 4) **GHANA HOME TOURS**  
<http://www.gsu.edu/~finjws/emmat1.htm>
- 5) **Ghana**  
<http://parallel.park.org/Ghana/index.text.html>
- 6) **Ghana Home Page**  
<http://www.uta.fi/%7Ecsfraw/ghana.html>
- 7) **Ghana Page**  
[http://www.sas.upenn.edu/African\\_Studies/Country\\_Specific/Ghana.html](http://www.sas.upenn.edu/African_Studies/Country_Specific/Ghana.html)
- 8) **Ghana**  
<http://www.nsrc.org/AFRICA/GH/country.html>

# **Approximate Average Costs for Internet Access**

**(One Computer)**

## **\*Initial Connection**

<b>Modem 28.8 speed -</b>	<b>\$250.00</b>
<b>Installation Fee -</b>	<b>\$100.00</b>

## **Monthly Use**

<b>** Service Provider Fees -</b>	<b>\$51.00</b>
<b>***Telephone use charges -</b>	<b>124,000 cedis</b>

- \* Plus any additional phone line installation fees**
- \*\* Based on an average cost for Internet Access up to 18 hours/month**
- \*\*\* Based on one local phone call with 1/2 hour duration 5 days/week**

**Please contact the local Internet Service Providers for their specific fee schedule.**

**More than one computer could incur additional costs. For additional pricing structure, contact the Local Internet Providers.**

**Local Internet Service Providers (alphabetically listed):**

**Africa OnLine**  
**9 Feo Oyeo Rd. 2nd Floor Rose Plaza**  
**Kaneshie Industrial Area**  
**P.O. Box 11241, Accra North**  
**Phone: 226802 Fax: 226849**

**Electromod**  
**Kokulasi Ct. Faanofaa Rd.**  
**P.O. Box 6745 Accra North**  
**Phone: 227654, 232880, or 300385**  
**Fax: 232881 or 712138**

**Network Computer Systems**  
**7 Sixth Avenue, Ridge**  
**Private Mail Bag, OSU**  
**Accra, Ghana**  
**Phone: 220622, 225472, 300340**  
**Fax: 772279**

**Recommendation: Determine your Internet Service Provider before purchasing equipment to safeguard optimal compatibility**

**This pricing structure is for informational purposes only based upon information provided by Ghana Telecom and local ISP's as of Dec. 3, 1996. It does not constitute any promise nor commitment for funds. Prices subject to change without notice.**



## **Internet Service Providers/WEB Page Designers**

### ***Africa On-Line***

*P.O. Box 11241, Accra, North*

*Tel: 226802 Fax: 226849*

*E-Mail: [info@gh.africaonline.com](mailto:info@gh.africaonline.com)*

*WEB Page: <http://www.ghanaclassifieds.com>*

### ***Electromod***

*P.O. Box 6745, Accra, North*

*Tel: 227654 Fax: 232881*

*E-Mail: [postmaster@igh.mail.com](mailto:postmaster@igh.mail.com)*

*WEB Page: <http://www.internetghana.com>*

### ***Network Computer Systems***

*7 Sixth Avenue*

*Private Mail Bag, OSU, Accra*

*Tel: 220622 Fax: 220622*

*E-Mail: [support@ncs.com.gh](mailto:support@ncs.com.gh)*

*WEB Page: <http://www.ghana.com.gh>*

## **WEB Page Designers**

### ***DesignNet Ghana.Ltd.***

*P.O. Box c2477*

*Cantonments, Accra*

*Tel: 775215 Fax: 760315*

*E-Mail: [mtlcons@ighmail.com](mailto:mtlcons@ighmail.com)*

### ***Ghana Classifieds***

*P.O. Box 1323, Accra*

*Tel: 232700 Fax: 232700*

*E-Mail: [notrom@ncs.com.gh](mailto:notrom@ncs.com.gh)*

*WEB Page: <http://www.ghanaclassifieds.com>*

### ***KENROB***

*C-310 Cantonments, Accra*

*Tel: 778244 Fax: 775660*

*E-Mail: [kenrob@ncs.com.gh](mailto:kenrob@ncs.com.gh)*

### ***Unicorn Ink Ltd.***

*P.O. Box 514, Accra*

*Tel: 228743 or Mobitel: 027-544166 Fax: 232899*

*E-Mail: [unicorn@ncs.com.gh](mailto:unicorn@ncs.com.gh)*

## ***BOOKMARKS of Statistical Resources***

U.S. Bureau of the Census International Database (statistics and projections on population and health indicators such as infant mortality, working age population, etc.)

<http://www.census.gov/ftp/pub/ipc/www/idbacc.html>

CIA Handbook of International Economic Statistics

<http://www.odci.gov/cia/publications/hes/index.html>

CIA World Factbook

<http://www.odci.gov/cia/publications/95fact/index.html>

OECD Development Assistance Committee

<http://www.oecd.org/dac/index.htm>

OECD DAC Statistics

<http://www.oecd.org/dac/htm/dacstats.htm>

Demographic and Health Surveys (CIHI)

<http://www.macrint.com/dhs/>

FAO Statistics (land use, production, trade, population, fertilizers, food aid, food balance sheets)

[http://apps.fao.org/lim500/agri\\_db.pl](http://apps.fao.org/lim500/agri_db.pl)

Foreign Trade Info System - SICE

<http://www.sice.oas.org/STIDRE.stm>

Freedom House Home Page (Look here for data on Freedom in the World data)

<http://www.freedomhouse.org/>

Heritage Foundation Web Site

<http://www.heritage.org/>

Heritage - 1996 Index of Economic Freedom

[http://www.heritage.org/heritage/library/categories/forpol/econ\\_index/ch5toc.html.cgi](http://www.heritage.org/heritage/library/categories/forpol/econ_index/ch5toc.html.cgi)

Heritage - 1997 Index of Economic Freedom

<http://www.heritage.org/heritage/index/>

The Humanitarian Community

<http://www.unicc.org/relief/about.html>

IMF Dissemination Standards Bulletin Board

<http://dsbb.imf.org/>

IMD's World Competitiveness Yearbook 1996: A SUMMARY OF THE RESULTS

<http://www.imd.ch/wcy/1996/results.html>

ITC: Import Trade Statistics by Section and Product Group  
<gopher://gopher.unicc.org:70/11/itc/dir3/dir32>

ITC: Export Trade Statistics by Section and Product Group  
<gopher://gopher.unicc.org:70/11/itc/dir3/dir33>

Internet Corruption Ranking  
<http://www.GWDG.DE/~uwwvw/icr.htm>

OECD Statistics - Statistical Data and Graphs  
<http://www.oecd.org/std/>

Penn World Tables  
<http://cansim.epas.utoronto.ca:5680/pwt/pwt.html>

Resources for Economists on the Internet  
<http://www.wabash.edu/depart/economic/econFAQ/econFAQ.html>

Statistical Resources on the Web  
<http://www.lib.umich.edu/libhome/Documents.center/stats.html>

UN Statistics Division/DESIPA  
<http://www.un.org/Depts/unsd/>

UNICEF Child Labor - Explore other sites  
<http://www.unicef.org/aclabor/explore.htm>

UNICEF State of the World's Children 1996  
<http://www.unicef.org/sowc96/cover.htm>

UNICEF State of the World's Children 1997  
<http://www.unicef.org/sowc97/>

WHOSIS - World Health Organisation Statistics  
<http://www.who.org/whosis/whosis.htm>

World Resources Institute (WRI)  
<http://www.wri.org/wri/>

World Resources 1996-97 Home Page  
<http://www.wri.org/wri/wr-96-97/index.html>

***For additional data resources, please check the ESDS web site periodically or contact Heather Crawford at [heatherc@disc.mhs.compuserve.com](mailto:heatherc@disc.mhs.compuserve.com). Thank you.***

## **ANNEX B**

### **FEEDBACK AND COMMENTS**

# Internet for Development Applications and Training Workshop Feedback Form

USAID/Accra, February 10-14, 1997

**Instructions:** Please respond briefly to the questions below to help us make this workshop more useful for others. Thank you for helping us to improve the workshop.

- 1) Was this the first time you had the chance to use the Internet?    Y        N
- 2) The presentations were well organized and clear.  
Strongly Disagree    1    2    3    4    5        Strongly Agree
- 3) The amount of information delivered by the workshop facilitators was appropriate.  
Strongly Disagree    1    2    3    4    5        Strongly Agree
- 4) The time allotted for practice on the computer was appropriate.  
Strongly Disagree    1    2    3    4    5        Strongly Agree
- 5) I have gained new skills from this workshop:  
Strongly Disagree    1    2    3    4    5        Strongly Agree
- 6) The trainers were helpful and well prepared.  
Strongly Disagree    1    2    3    4    5        Strongly Agree
- 7) The training facilities were adequate.  
Strongly Disagree    1    2    3    4    5        Strongly Agree
- 8) The materials and handouts distributed were helpful and informative.  
Strongly Disagree    1    2    3    4    5        Strongly Agree
- 9) Please note below any comments you would like to make about the training. How do you suggest we improve the training? What might you have liked to do differently?

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**Feedback: February 10, 1997**  
**SO1 - Trade and Investment**

1. First time using Internet?		No	13
		Yes	10
		No answer	1
2. Presentations (clarity 1-5)	Clear	3 ranking	2
		4 ranking	1
		5 ranking	21
3. Amount of info delivered (1-5)	Too much	3 ranking	5
		4 ranking	11
		5 ranking	8
4. Time to practice (1-5)	Too little	1 ranking	1
		2 ranking	2
		3 ranking	5
		4 ranking	9
	Too much	5 ranking	7
5. New skills gained (1-5)	Many	4 ranking	4
		5 ranking	20
6. Trainers helpful (1-5)		4 ranking	3
		5 ranking	20
		No answer	1
7. Training facilities (1-5)	Inadequate	1 ranking	2
		2 ranking	1
		3 ranking	5
		4 ranking	6
	Adequate	5 ranking	9
		No answer	1
8. Materials and handouts helpful (1-5)	Very	4 ranking	7
		5 ranking	16
		No answer	1



Comments:

- Working content required more than one day. Two or more days.
- Proved free lunch. Cut down on time for practice.
- We need to get access to the Internet. I guess if our offices are encouraged to help us get hooked on.
- The organizers should pay for the lunch.
- More computers are needed so that the time spent on the computer per individual can be increased. USAID should provide free lunch next time.
- Provide more computers and keep the course short (half day would have been appropriate). Computers should be high speed to ensure the course is not boring since searching can be slow.
- The training was very well organized. Presentation and hands-on training excellent. It is amazing how such a big topic was reduced to the basics to make a big impact.
- Provide more workstations. Increase the duration of the course.
- Fewer people on one machine. Also, it was difficult to hear all the instructions from the trainers and attention was therefore not 100%. People ended up doing their own thing. Perhaps the arrangement of the computers could be changed so that the trainer is facing the class instead. Excellent introduction!
- The training was very interesting and useful. Suggest that there should have enough computers to ??? for each participant.
- Training very useful. I'd suggest that the training period should be extended. One day is not enough for starters. Each participant should have access to one computer throughout training period.
- The training was very helpful. It has helped me to learn new things on the Internet.
- The course is very well designed--at the end of it I felt a lot of confidence in using the Internet to do research back in the office. The handouts and generosity with the information to assist in using the Internet after we leave were excellent. Any problems were with the equipment but this is to be expected with the student/computer ratio.
- Improvements: Hand out copies of presentations, Make sure all computers work, make sure all participants have access to Internet (i.e. windows based system with a service provider) therefore the participants will be able to use the training immediately.
- It should have been a 2 day training to allow us to practice more. Also do some additional assignments. Notwithstanding this, it was really a well-planned and interesting program.
- More training to be organized, Duration should be more than one day, Certificate of Attendance should be presented to participants, The programme is most useful.
- I will have wished we had 2 more days to go through the program.
- One computer to 4 persons is not bad, but could be better. The need to keep practicing on the computer is essential but access to the Internet is a problem for some of us. Thank you, training has been useful to me.
- Limit the training to a few people at a time so that each training will have the chance to play around a computer.
- So far so good for beginners.
- Inadequate time to explore all aspects of the Internet.
- The training was very informative. I wouldn't have done anything differently.
- The training was helpful but it needs more than one day for us to have a detailed program.
- Even though it is a day's training program, I would have preferred that you help us to set up Internet facility. Again, the time is limited and should have been an additional day to test us on what we learnt from the training.

**Feedback: February 14, 1997**  
**SO2 - Improving Primary Education**

1. First time using Internet?	No	8
	Yes	3
2. Presentations (clarity 1-5)	4 ranking	1
	5 ranking	10
Clear	4 ranking	1
	5 ranking	10
3. Amount of info delivered (1-5)	3 ranking	2
	4 ranking	1
Too much	5 ranking	8
	5 ranking	8
4. Time to practice (1-5)	3 ranking	1
	4 ranking	6
Too much	5 ranking	4
	5 ranking	4
5. New skills gained (1-5)	3 ranking	2
	4 ranking	3
Many	5 ranking	6
	5 ranking	6
6. Trainers helpful (1-5)	4 ranking	1
	5 ranking	9
	No answer	1
	No answer	1
7. Training facilities (1-5)	3 ranking	4
	4 ranking	4
Adequate	5 ranking	3
	5 ranking	3
8. Materials and handouts helpful (1-5)	4 ranking	4
	5 ranking	7
Very	5 ranking	7
	5 ranking	7

Comments:

- Need more computers.
- Wishing for more such training. Thanks.
- Some of us were having our first try at the computers. Is it possible to provide basics for the novices next time?
- Since this my first time, I would have liked to have the extension of the workshop. I also wished all teaches would have access to these.
- The advertisement of such training programmes should be very extensive.
- Good job done!
- Maybe having more computers for practice.
- Training was excellent. I had been exposed to the Internet before, but I was operating without a guide. This presentation has cleared up quite a bit of confusion. I understand that there is training for Mission staff 12:30-1:30 on Fridays with a facilitator to offer assistance. This service will prove to be one of the best yet for Mission employees as we navigate this new technology.

**Feedback: February 10, 1997**  
**SO3 - Health**

1. First time using Internet?		No	8
		Yes	7
2. Presentations (clarity 1-5)	Clear	4 ranking	2
		5 ranking	12
		No answer	1
3. Amount of info delivered (1-5)	Too much	3 ranking	4
		4 ranking	5
		5 ranking	6
4. Time to practice (1-5)	Too much	2 ranking	1
		3 ranking	2
		4 ranking	5
		5 ranking	7
5. New skills gained (1-5)	Many	4 ranking	4
		5 ranking	11
6. Trainers helpful (1-5)		4 ranking	3
		5 ranking	12
7. Training facilities (1-5)	Adequate	3 ranking	4
		4 ranking	4
		5 ranking	7
8. Materials and handouts helpful (1-5)	Very	4 ranking	3
		5 ranking	12

Comments:

- Each participant to one computer.
- Possibly each participant must be seated behind one computer.
- Have more of such workshops very often.
- No additional remarks.
- Training was well structured and helpful.
- Further training and more hands-on.
- Brainstorming should be given more time--3:30 instead of 4pm.
- By giving more access to the computer.
- The initial (introductory) presentation on the Internet was very useful. There should be more time for surfing on the Internet.
- Use the LCD screen effectively by hooking up to one of the computers so participants can follow demonstrations as a group.
- The duration of one day was short. I think a lot more insight could have been provided to make us learned "Internauts."
- Training was important and useful. I would have liked more time to practice and to get more exposure to Internet.
- Provide notepads and pens so participants can make notes, as some may turn up without these.
- The number of computers should be increased so that each participant will have a computer to himself or herself.
- It will have been still better if we had more computers--we kind of scrambled for the use of the computers. Some participants tendered to spend more time on the computers than others. It will be better if they were controlled.

**Feedback: February 10, 1997**  
**SO4 - Democracy and Governance**

1. First time using Internet?		No	1
		Yes	9
2. Presentations (clarity 1-5)	Clear	3 ranking	2
		4 ranking	0
		5 ranking	8
3. Amount of info delivered (1-5)	Too much	3 ranking	1
		4 ranking	1
		5 ranking	8
4. Time to practice (1-5)	Too little	1 ranking	1
		2 ranking	2
		3 ranking	1
		4 ranking	1
	Too much	5 ranking	5
5. New skills gained (1-5)	Many	3 ranking	1
		4 ranking	1
		5 ranking	8
6. Trainers helpful (1-5)		3 ranking	1
		4 ranking	1
		5 ranking	8
7. Training facilities (1-5)	Adequate	2 ranking	1
		3 ranking	3
		4 ranking	2
		5 ranking	4
8. Materials and handouts helpful (1-5)	Very	4 ranking	2
		5 ranking	8

Comments:

- I found the training session to be absolutely first rate. I see no room for improvement!
- More time for practice on the computer and more training facilities. Also, more materials and accompanying practice on the computer.
- Training was appropriate and at the right time.
- What next? A follow up of this program may be necessary. Particularly on how to create "own page" on the Internet. Thanks.
- I wish such training programmes are organized regular to enable more people to have a broader knowledge of all that the Internet is about.
- I think workshops of such nature would be more useful if they are organized at workplaces. One set of professionals a time in order to get a lot more people participating and benefitting.
- It must cover more than a day, so that one will be able to get more experience.
- The training was well-organized.
- It was a very interesting and educational training. The trainers were very very helpful and patient. In future, more days of training and sharp computers.
- Training was good and necessary. The only problem is since mastering of accessing the Internet depends on constant practice, it is unfortunate that most of us are not hooked on the Internet in our workplaces. Therefore the skills we have just acquired may go rusty for lack of opportunity to practice accessing.

## **ANNEX C**

### **ATTENDANCE AT TRAININGS**



**INTERNET FOR DEVELOPMENT: APPLICATIONS AND TRAINING**  
**2/11/97 USAID Staff (non-Strategic Objective teams)**

<b>USAID/Ghana Office</b>	<b># of Attenders</b>
EXO and Contract Office	12
Controller's Office	15
Warehouse	4
Director's and Program Offices	4
<b>Total:</b>	<b>35</b>

**INTERNET FOR DEVELOPMENT: APPLICATIONS AND TRAINING**  
**2/10/97 SO1 - Increased Private Sector Growth**

<b>Organizations Invited</b>	<b># of Attenders</b>
USAID	1
Adventist Development Relief Agency	2
African Project Development Facility	0
Todd Bruning, Peace Corps	1
Bureau of Statistics, Ministry of Finance	0
Catholic Relief Services	2
Center for Policy Analysis	2
Council for Scientific and Industrial Research	2
Dept. of Economics, Univ. of Legon	2
Environmental Protection Agency	1
Federation of Associations of Ghanaian Exporters (FAGE)	0
Ghanaian Association of Women Entrepreneurs (GAWE)	2
Ghana Statistical Services	2
Ghana Tourist Board	1
Ghana Export Promotion Council	4
Ghana Investment Promotion Center	2
Institute for Economic Affairs	0
Institute for Statistical, Social and Economic Research	1
International Executive Service Corps	1
Ministry of Food and Agriculture	0
Ministry of Finance	0
Ministry of Trade and Industry	0
Ministry of Tourism	2
Midwest Universities Consortium for International Activities (MUCIA)	0
Private Enterprise Foundation	5
Technoserve	2
<b>Total:</b>	<b>35</b>

**INTERNET FOR DEVELOPMENT: APPLICATIONS AND TRAINING**  
**2/14/97 SO2 - Increased Effectiveness of the Primary School System**

<b>Organizations Invited</b>	<b># of Attenders</b>
USAID	3
fCUBE Secretariat, Ministry of Education	1
Ministry of Education	2
National Computer Science Resource Center	0
University of Cape Coast	4
Overseas Development Administration	0
<b>Total:</b>	<b>10</b>

**Note:** 10 U.S. Embassy employees also joined the training this day.

**INTERNET FOR DEVELOPMENT APPLICATIONS AND TRAINING:  
1/12/97 SO3 - IMPROVED FAMILY HEALTH**

<b>Organizations Invited</b>	<b># of Attenders</b>
USAID	3
Association of Voluntary Surgical Contraception	2
Ghana Social Marketing Foundation	0
Ghana HealthNet	1
Ghana Registered Midwives Association	2
Ministry of Health, External Aid Coordination Unit	0
Ministry of Finance, International Economic Relations Division	0
Ministry of Health, Maternal/Child Care, Family Planning	0
Ministry of Health, Health Statistics	0
National AIDS Control Program	0
National Population Council	0
Pharmacy Board	0
Planned Parenthood Association of Ghana	2
Public Health Reference Laboratory	2
School of Public Health, University of Ghana	2
<b>Total:</b>	<b>14</b>

**INTERNET FOR DEVELOPMENT APPLICATIONS AND TRAINING:  
2/13/97 SO4 - Enhanced Civic Participation and Accountable Governance**

<b>Organizations Invited</b>	<b># of Attenders</b>
USAID	2
Accra Metropolitan Authority (local government)	0
Auditor General's Office	0
Electoral Commission	4
Federation of Women Lawyers (FIDA)	0
Ghana Journalists Association	1
GhanAlert	3
Ministry of Telecommunications and Transport	1
National Democratic Congress	0
New Patriotic Party	0
People's Convention Party	0
<b>Total:</b>	<b>11</b>

## **ANNEX D**

### **DISCUSSION ON BENEFITS/BARRIERS TO INTERNET ACCESS**

**Discussion**  
**SO1 (Trade and Investment) Development Partners**  
**Monday, February 10, 1997**

Benefits to Having the Internet in Ghana Non-Traditional Export Sector  
Could use it for comparing prices of products, freight; finding markets.

Policy, Planning....Ministry of Tourism

Use for aggressive marketing and promotion. Need to be able to reach out to potential tourists/markets. Other countries have NY and Chicago offices to promote their country, Ghana does not. Want to sell to Americans and Europeans, promote package tours.

GAWE (Ghana Assoc. of Women Entrepreneurs)

Need to know new technologies to pass on to their women.

GIPC (Ghana Investment Promotion Center)

Now has info on Web, and gets several e-mail inquiries. This has helped their business. They also pass on requests to other orgs. if they can't answer the question. E-mail can help with better communication for info. sharing.

EPA (Information Officer in Library)--has found Internet resources, guides, how to preserve environment. Current and up to date info. Uses FTP. Emphasized that it can narrow findings to info. she wants.

USAID (financial analyst)--Internet one of the best things to happen in Ghana, but only available in offices now. The world at your fingertips, makes things easy. Wants Internet in Ghanaians' homes, this will lessen crime. Leland can help get Internet in homes.

Technoserve -- Emphasized importance of e-mail for internal communications (within companies, especially if they have branch offices in other cities.)

Barriers to Internet Access in Ghana

CRS--Service at a cheaper rate, makes it more accessible. Also, local phone cost is high.

EPA--Training needed.

USAID--need info. about Internet, advertising, awareness-raising, people need to know what the Internet does/can do?

NTE--need education and awareness of the Internet.

USAID--need to strengthen school project, youth must be interested, they are the future.

GAWE--Need computers in all offices in organizations, homes too. People first need to be computer literate. How can you explain the Internet/make people see the potential in it, if they don't even know what it is or have never even used a computer before?

**Discussion**  
**SO2 (Education) Development Partners**  
**Friday, February 14, 1997**

Benefits to Having the Internet in Ghana

PREP (Primary Education Program of the MOE)--Some secondary schools are getting machines (computers). How do these machines get hooked on to the Internet?

Peter Kresge, USAID--Do ISPs offer special rates for Educational institutions?

PREP--Science Centers serve a number of schools. If these centers had computers, several schools could benefit.

Paul, Univ. of Cape Coast--What do the ISPs provide? Machines, modems?

Dept. of Commerce, Office at US Embassy--You need a phone line and phone lines are scarce in Ghana. There is a long wait. This delays Internet access, what solutions are there?

Lawrence--Can any computer at all be used for Internet, or does it have to have specific things?

Dept. of Commerce--One can upgrade older machines to make them better for Internet use. How expensive would telephone service become if a school had two lines--1 phone and 1 for Internet? How much for telephone charges? What are the charges in the US?

Laura Brodrick, USAID--Some schools reserve time periods for Internet access only on their 1 phone line. Cost is 124,000 cedis/month for 1/2 hour/day, 5 days/week.

Univ. of Cape Coast--How long do you estimate that it will take before cost of service comes down so that it is more accessible to educational institutions and people in general?

University of Cape Coast--We face the problem of lack of planning. If analysis had been done on how the Internet helps/influences/affects Education, then we would say how much its benefit would be, and if the benefits outweigh the costs. A cost-benefit analysis has to be done, comparing if the schools had Internet and if they don't. When the government gets its act together and determines useful technologies (i.e. the Internet), we will be able to tell when it will be affordable to us, and when we will have access.

University of Cape Coast--At this university, people pay for e-mail. Does not know if they make contributions for Internet access.

Peter Kresge, USAID--Expressed concern about ability to monitor information kids will see and cost of this software.

Steve mentioned SurfWatch and Net Nanny; Zoey mentioned the "Acceptable Use Policies" that students and their parents sign before Internet is brought into the curriculum.

Dept. of Commerce--At a cybercafe you can search the Internet.



**Discussion**  
**SO3 (Health) Development Partners**  
**Wednesday, February 12, 1997**

Benefits to Having the Internet in Ghana

School of Public Health--Information transfer, save money on fuel used in travelling to locations to pick up/drop off documents. Could use Internet to transfer info. Remote areas need access.

--E-mail links to other Laboratories throughout country to share info. would be useful.

School of Public Health--PhD students could get information for research off the Internet, also could put their dissertations on for others to reference. Emphasized 2-way information sharing.

Teaching Hospital doctor--He has access via HealthNet. Promotes listserv subscriptions. Wants to make local health info. available to local people. Information is now scattered; it seems that a lot of it could be useful. Suggests that the starting point be the Ministry of Health. Need local health information to be available to all.

--Interested in Web page development.

--At teaching college there is already interest in web page development. University will soon be opening student university computing center.

Barriers to Internet Access in Ghana

--There is a cost concern. The telephone lines are hard to come by, and calls are expensive. It is a slow process.

--Local costs are going up, electricity costs are increasing 300%. Telephone costs are going up, even if ISP rates are decreasing, it is doubtful that the overall cost will be less.

Laura--Right now, 1/2 hour a day, 5 days a week of Internet searching, costs 124,000 cedis a month. A solution to the phone line problem is to make the one line you do have strictly Internet for a certain time period each day.

David, Pop Impact Project (PIP)--Need training in Web page design. Need to put information out on Internet.

Medical School--Wireless phone is okay for e-mails, but not for WWW.

**Discussion**  
**SO4 (Democracy & Governance) Development Partners**  
**Thursday, February 13, 1997**

Benefits to Having the Internet in Ghana

GhanAlert--journalists need access to research bodies. NGOs and research institutions need help to get on the Internet. There is a lot of info out there just sitting, and just sitting it does no good. Organizations are on a shoestring budget and find it difficult to expand their resources. There are a lot of sites on the Internet about Ghana but not by Ghanaians. It is not that they don't want to share information, they just cannot afford it. --Questions reliability of info on Internet. If you do research using info from the Internet and the info is not correct, what you ultimately write will also not be correct.

Electoral Commission--Internet can be used to share information (the commission made/could have made info about the recent elections known on the Internet???) The Electoral Commission can put up info which can be easily accessed by other African countries that would help them in their democracy development. As things are now, someone would have to physically come and retrieve a certain document or info on some matter. Knows Al Gore is interested in the Internet. Ghana TCC has poor infrastructure.

Ministry of Transportation and Telecommunications--They have a plan for increasing the number of phones, etc., in Ghana. Ghana is 4th in Africa for introduction of Internet. Mentioned the Africa1 project to put a submarine cable around Africa to help with TCC infrastructure. Urged others to have confidence. In future the TCC and Internet will be cheaper. People need to learn about Internet and how to do HTML programming. He also expressed concern about finding incorrect information on the Internet. He emphasized that the Ministry's role is not to police or control. The Internet is a democratic tool.

Consultant on Governance and Democracy--The Internet could help establish better connectivity between political parties and their rural constituents. Political parties need to be informed of their constituents' needs/feelings, and vice versa. He mentioned the South African example where political parties had WWW pages. What will the cost be?

Steve Dorsey--Possible solution--Telecenters, scattered in geographic areas to provide services. Also, it is possible to download information, and store it, and using Netscape software, refer to it later, eliminating the need to go online every time you need to refer to a page. This will help with cost.

GhanAlert--Need transportation (bicycles, motorbikes) for campaign people to get to constituents more than Internet access. These would be more appreciated and besides there are more basic needs than Internet access.

Steve D.--Explained that LI is just a small part of AID's help to Africa.

Steven D. and another--Agrees with Leland Initiative that Africa needs help to get up to speed in the information age or it will be left behind again. USAID helps in other basic areas as well as doing the LI.

**ANNEX E**

**ACTION PLANNING**

# Developing Action Plans for Leland Initiative End-User Applications: Guidelines for Mission Strategic Objective Teams

**Steven Dorsey**

USAID LearnLink Project

Academy for Educational Development (AED)

**Zoey Breslar and Amy Oggel**

USAID Research and Reference Services Project

Academy for Educational Development

## Introduction

The following guidelines have been prepared to assist Mission Strategic Objective teams in developing action plans for end-user applications of the Internet, made possible through the work of the USAID Africa Bureau Leland Initiative. The Leland Initiative is introducing or expanding the capacity of Internet activity in twenty African countries. The Initiative has three Strategic Objectives:

- fostering a favorable policy environment for Internet connectivity (S.O.1);
- establishing Internet connectivity and fostering a private sector Internet service provider industry (S.O.2); and
- ensuring that connectivity and related technical assistance and training is extended to the development community to promote sustainable development (S.O.3).

The Leland Initiative:

- conducts assessments in all three S.O.s;
- conducts all implementation activities in S.O.1 and S.O.2;
- conducts Internet training in participating USAID Missions;
- supports End-User Action Plan development in Mission S.O. teams; and
- supports end-user implementation activities launched by Mission S.O. teams.

It is hoped that USAID Mission Strategic Objective teams will take advantage of the new or increased connectivity heralded by the Leland Initiative to foster improved information access and communication among their development partners. These guidelines have been designed to demonstrate why and how this should be done.

## The Role of Information Access and Communication in Sustainable Development

Regardless of the sector(s) supported by your S.O., information access and communication are essential to sustainable development in that sector. Effective planning, monitoring and evaluation in any sector are dependent on access to timely, relevant and accurate information. Some activities, such as monitoring health statistics, may appear more “data intensive” than others, such as training teachers how to implement a new primary school curriculum, but all are based on information resources and how they are used. The more we and our partners recognize that *all activity is based on the processing of available information*, the more we will realize that access to timely, relevant and accurate information can make our activities more leading edge, germane and targeted to real needs.

It is sometimes difficult for USAID staff, who are frequently overwhelmed by the amount of information they are required to process (emails, cables, newsletters, bulletins, reports, research studies, etc.) and have access to valuable information resources within the Agency and through the Internet, to realize that many USAID partner institutions suffer from a relative dearth of

quality information. Many of these institutions are attempting to plan, monitor and evaluate activities in relative “information vacuums.” As an international development agency at the vanguard of the global information revolution, USAID can share with its partners some of the more important “institutional lessons learned” from its own experience in using information. The Leland Initiative makes it possible for USAID Missions to help apply these lessons among their partners.

USAID partner organizations, whether they are host government agencies, NGOs or contractors, all have groups that they report to and constituents they are designed to serve. Reporting and communicating with sponsors and constituents are recognized as critical functions in any successful organization. Yet, many USAID partners lack the means and/or training required to develop institutional communication strategies and establish effective communications mechanisms and tools. The enhanced connectivity fostered by the Leland Initiative can go a long way in helping to address the need to strengthen the communication capacity of our partners.

## **Steps toward Developing an Action Plan for Internet End-User Applications**

### ***Step 1: Review the S.O.3 Assessment and Implementation Study***

A Leland Initiative S.O.3 Assessment Team visits each participating Mission early in the stages of Leland involvement in order to identify and interview Mission partners. A representative sample of partners in each of the Mission's Strategic Objectives is interviewed. The team assesses the information and communication resources and needs of these partners, including their current technology status and needs in order to establish Internet connectivity. An Assessment report summarizing the results of these interviews is prepared and shared with the Mission, along with ideas for possible implementation of end-user applications.

Your first step in developing an Action Plan for Leland Initiative end-user applications is to review the S.O.3 Assessment and Implementation Study for your Mission. Since some time may have elapsed since the assessment was done and you are preparing your Action Plan, especially given the speed with which the Internet is becoming more widely available in Africa, you may have to “update” the assessment based on your own, more recent interactions with your partners and the current status of Internet connectivity in your country.

### ***Step 2: List Partners and Select “Priority Partners” under your S.O.***

Try to make an exhaustive list of your partners, those who currently receive or may receive development assistance from your S.O. From this list select those whom you would consider “priority partners” in your current or planned activities. These will be your main counterparts in on-going or planned activities, typically host Government Ministries and institutions, NGOs and local contractors.

### ***Step 3: Re-check the S.O.3 Assessment Report for Data on Priority Partners***

Ideally, your priority partners will have been identified and interviewed for the Assessment, but this may not be the case depending on how much time has passed since the assessment. For those partners who were interviewed, check the Assessment report (including annexes) for comments on them.

#### ***Step 4: Brainstorm on the Role of Information Access and Communication***

The S.O.3 Assessment report may contain ideas on the role of increased information access and enhanced communications capabilities among your partners. Use this information, and the summary ideas at the beginning of these guidelines, as a starting point for brainstorming on how increased information access and enhanced communications capabilities might contribute to the achievement of the targeted results. In short, you are expecting your partners to take the lead or assist in achieving specific results related to your S.O., and you should brainstorm on the role of information, communication and the Internet in that process. Ask questions like: a) How might access to specific data sources in their sectors help our partners?; b) How might it help our partners to be able to communicate cheaply and easily with each other and with similar organizations in other countries?; c) How might establishing an “Internet presence” for our partners help them to solicit support and inform others about their activities?; d) How might it help USAID and other donors to have more ready access to the research and activity reports of our partners?; and e) How might it benefit our ultimate clients (i.e., the government and people of the country) to have greater access to information and communications means through our partners?

#### ***Step 5: Use the “Prerequisites Checklist”***

From what you know of your partners, use copies of the “Prerequisites Checklist” in the Annex to determine what type of assistance the partner(s) may need in order to establish Internet connectivity and make strategic use of it. Check the boxes where you think the partner(s) has met the prerequisite. The boxes left unchecked will give you some idea of the type of assistance the partner in question is likely to need, and the range of costs likely to be involved.

#### ***Step 6: Brainstorm on Funding Arrangement(s) and Mechanism(s) to Render Assistance***

Currently, the Leland Initiative does not have a mechanism in place to accept Mission funds for S.O.3 implementation activities. Missions are left with the standard suite of funding and contractual mechanisms in place for new activities. [Note: Two central contracts which can accept buy-ins to support Leland S.O.3 implementation activities include the Research and Reference Services Project (CDIE), which conducts S.O.3 Assessments and Internet training in USAID Missions, and the LearnLink Project (HCD and the Africa Bureau) which works in close collaboration with the Leland Initiative and can supply technology related technical assistance and training.]

#### ***Step 7: Develop a Scope of Work***

Using the results of the Action Plan process, develop a Scope of Work for the type of assistance you have decided to render the partner(s) in question. Be sure to include some background about the partner, the reasons for which this assistance will be given (from the brainstorming in Step 4) and the specific types of assistance to be rendered (using the Prerequisites Checklist as a basis). Use this Scope of Work as supporting documentation for the funding arrangement and mechanism you selected in Step 6.

## **Annex**

### **Prerequisites for Using the Internet to Promote Sustainable Development**

#### **Institutional Information Access and Communication Strategy**

[This is a written statement of the institution's perspective on the role of information access and communication, including specific strategies for gaining and granting access to information and for communicating elaborated messages to targeted sponsors and constituents.]

**Telephone line\***, whether dedicated or shared, cable or wireless

**Computer with modem** (stand alone or networked, cable or wireless)

#### **Dial-up account with Internet Service Provider**

[The ISP can usually help with selection of a computer with the proper specifications and modem.]

**Software provided by the ISP for E-mail and World Wide Web**

#### **Internet training**

[Rudimentary training is often provided by the ISP at sign-up, but your partners will likely need more focused and thorough training to make strategic use of the Internet for sustainable development and to establish an Internet presence.]

- \* - Wireless technology options, such as radio and cellular, can also provide connection between an end-user and an ISP. Available options can be explored with ISPs offering accounts in the area.

**Components of a Proposal to USAID**  
**Leland Initiative: Africa GII Gateway Project (698-0565)**

Though African countries have recently shown movement toward more open economies and societies, there remain formidable constraints on sustainable development in such areas as the environment, disease prevention, literacy and private sector development. New technologies known as telematics - in which American firms are world leaders - make information more accessible, transferable and manageable. Telematics are the catalysts transforming economic and social structures around the world and supporting fast-paced sustainable development. Africa needs access to such information and techniques to provide more resources and efficiency to its development programs.

The Leland Initiative seeks to bring the benefits of the global information revolution to people of Africa, through connection to the Internet and other Global Information Infrastructure (GII) technologies. It is the core element of the Africa Bureau strategy, "Empowering Africans in the Information Age." The Initiative emphasizes a public/private partnership approach both in Africa and the US to bring full Internet connectivity to up to 20 USAID emphasis countries in sub-Saharan Africa.

After assessing your organization's information and technology needs, you have been invited to submit a proposal to USAID to apply for available resources. To assist you in writing your proposal, below please find its necessary components.

- An Introduction to your organization, include briefly:
  - mission
  - membership
  - clientele
  - achievements
- How your organization works with USAID
- What your objectives are for this proposal/what you are asking for, include:
  - why this is essential to your organization
  - how this is sustainable
  - a budget (Laura Brodrick may be contacted for assistance)

For more information, or to submit your proposal, please contact:

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